



MEMBER PORTAL --- AND MOBILE APP

User Guide



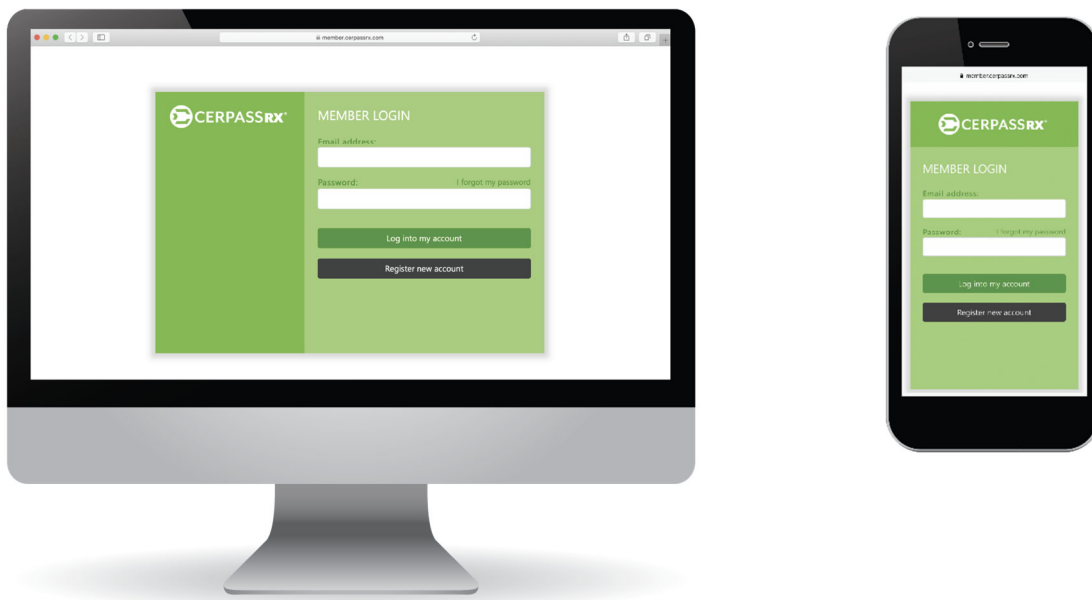
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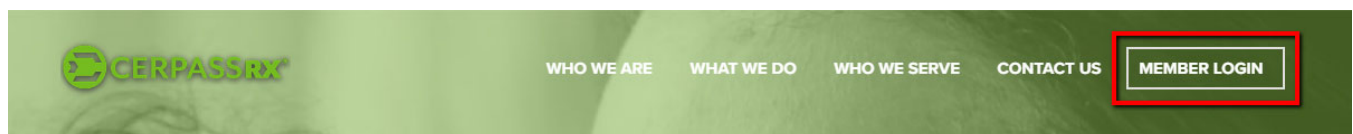
INTRODUCTION

We are excited to share our newly enhanced member portal and mobile application. Our goal remains consistent: to continuously build and enhance our self-service tools to best support those we have the privilege of working with including our members and their dependents!

The member portal and mobile application is designed to help us provide an enhanced online and, on the go, experience for you.



The member portal can be accessed through our website (www.cerpasrx.com) or the direct link under how to setup your account.



Member Portal and Mobile App

User Guide

1. HOW TO SETUP YOUR ACCOUNT?

Below are the instructions to access your member account for the CerpassRx member portal and the mobile application. You'll need to set up a new password to log in for the first time. The mobile application is available through iOS and Android devices.

Member Portal

1. Go to <https://member.cerpassrx.com/cerpassrx/login>
2. Click on “Register new account”
3. Enter applicable account information and then click on “Activate Account”
4. Confirm your details and then click on “Create Account”
5. You will receive an email with your temporary password.

Mobile Application

- iOS – Go to the **App Store** and search “CerpassRx”
- Android – Go to the **Google Play Store** and search “CerpassRx”

2. DASHBOARD

The dashboard will give you a snapshot of your member account.

- **Current Prescriptions:** Medications that you are taking now.
- **Script Savings:** Savings this year
- **My Pharmacy:** Your pharmacy of choice will be populated on the dashboard. Refer to additional details in the “My Pharmacy” section.
- **Info Center:** This is where we will post different forms and/or member communication.

The screenshot displays the CERPASSRX member dashboard. At the top, there is a navigation bar with the CERPASSRX logo, a home icon, the user name 'Tammy Test2', and links for 'Info Center', 'Help', 'Logout', and 'Contact Us'. Below the navigation bar is a search section for 'SCRIPT SAVINGS' with input fields for 'Drug name:' and 'Location:', and a 'Search' button. The main content area is divided into three columns: 'CURRENT PRESCRIPTIONS' lists four medications (MUIROCIIN CRE 2%, ATENOLOL TAB 25MG, VERAPAMIL TAB 120MG ER, and ELIQUIS TAB 2.5MG) with 'No refills remaining' and 'Quantity: 30' for each. 'SCRIPT SAVINGS' shows a total savings of \$194.93 for the year. 'MY PHARMACY' features a map of the Dallas-Fort Worth area with a red pin on Albertsons 4178 in The Colony, TX 75056, 47.2 miles from the user's location. 'INFO CENTER' includes a 'Member Reimbursement Form' dated January 08, 2020, with an icon representing various medical services. A green footer bar contains 'NEED ASSISTANCE?' with 'Hours of Operation' (Monday-Thursday 7:30 AM-8:00 PM CST, Friday 7:30 AM-7:00 PM CST, Saturday 8:00 AM-3:00 PM CST), 'Give us a call (877) 986-4666', and 'Send us an email info@cerpassrx.com'.

3. DRUG SEARCH

- Enter the drug name in the search box and click on “Search”

The screenshot shows the CERPASSRX website header with navigation links: Home, Tammy Test2, Info Center, Help, Logout, and Contact Us. Below the header is a search bar with the text 'search for SCRIPT SAVINGS'. The 'Drug name:' field contains 'Zocor' and the 'Location:' field contains 'Pharmacy Address, City or Zip Code'. A red box highlights the 'Drug name' field, and another red box highlights the 'Search' button.

- Select the appropriate drug strength based on your search

Brand – Ex: Zocor 10MG

The screenshot shows the 'DRUG SEARCH' results for 'Zocor'. It displays 'Displaying results for Zocor.' and lists five results, each with a pill image and text: 'Zocor Simvastatin Tab 80 MG', 'Zocor Simvastatin Tab 80 MG', 'Zocor Simvastatin Tab 5 MG', 'Zocor Simvastatin Tab 10 MG' (highlighted with a red box), and 'Zocor Simvastatin Tab 10 MG'.

Generic – Ex: Simvastatin 10 MG

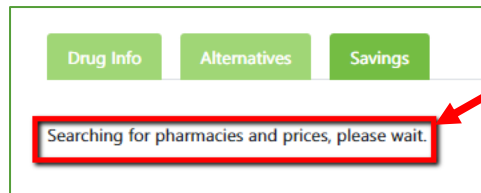
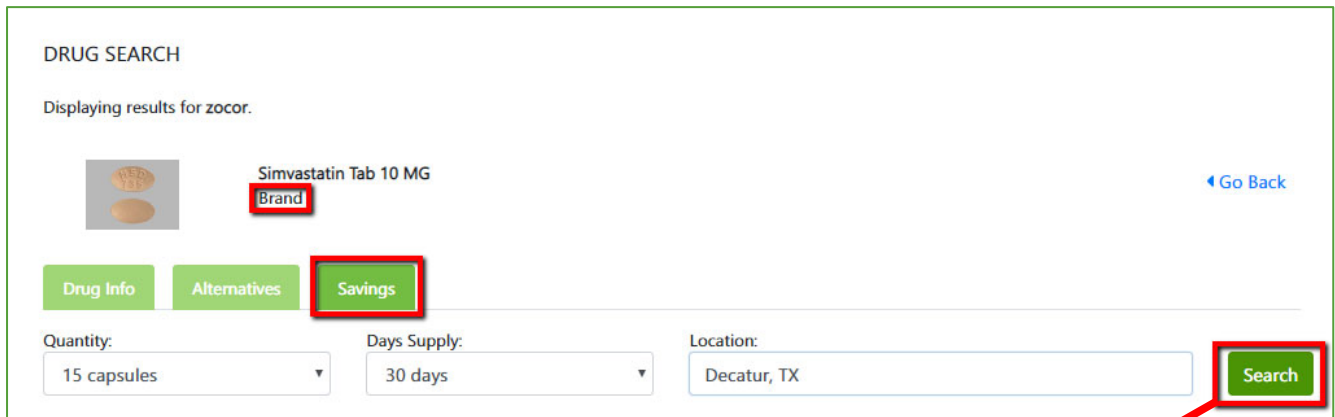
The screenshot shows the 'DRUG SEARCH' results for 'Simvastatin'. It displays 'Displaying results for Simvastatin.' and lists five results, each with a pill image and text: 'Simvastatin Simvastatin Tab 10 MG' (highlighted with a red box), 'Simvastatin Simvastatin Tab 10 MG', 'Simvastatin Simvastatin Tab 10 MG', 'Simvastatin Simvastatin Tab 20 MG', and 'Simvastatin Simvastatin Tab 20 MG'.

- After clicking on the drug, you will see 3 options: Drug Info, Alternatives and Savings
 - Drug Info – Provides drug usage, side effects, etc.
 - Alternatives – Provides drug alternatives available (if not available this tab will not appear on the screen)
 - Savings – This will provide you the cost and copay at your surrounding pharmacies based on your location search.

Member Portal and Mobile App

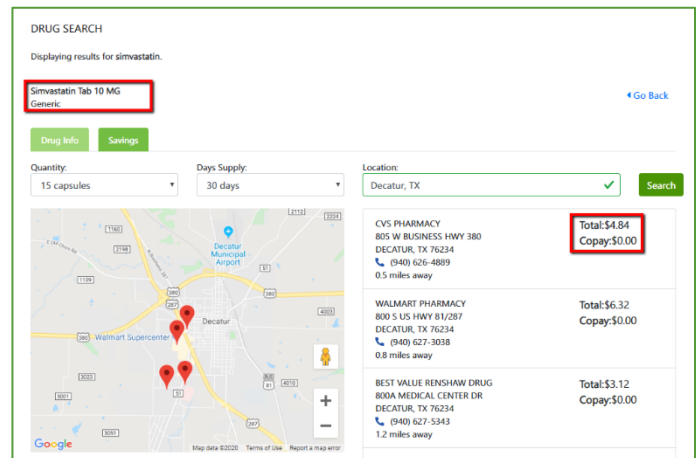
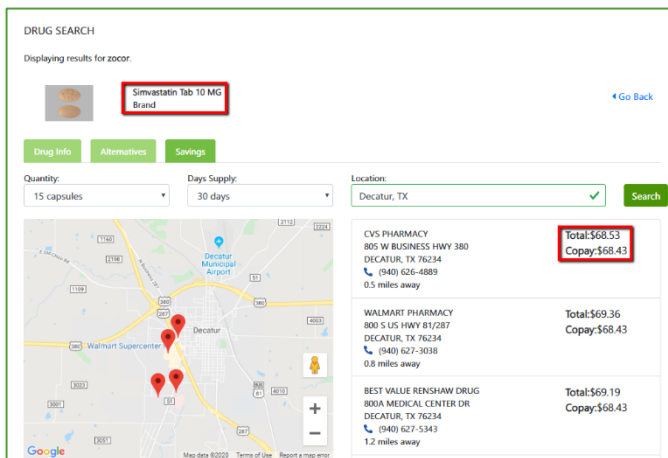
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- For drug pricing click on “Savings”
 - Enter quantity, days’ supply and location
 - Then click on “Search”



Brand Search – Ex: Zocor


Generic Search – Ex: Simvastatin

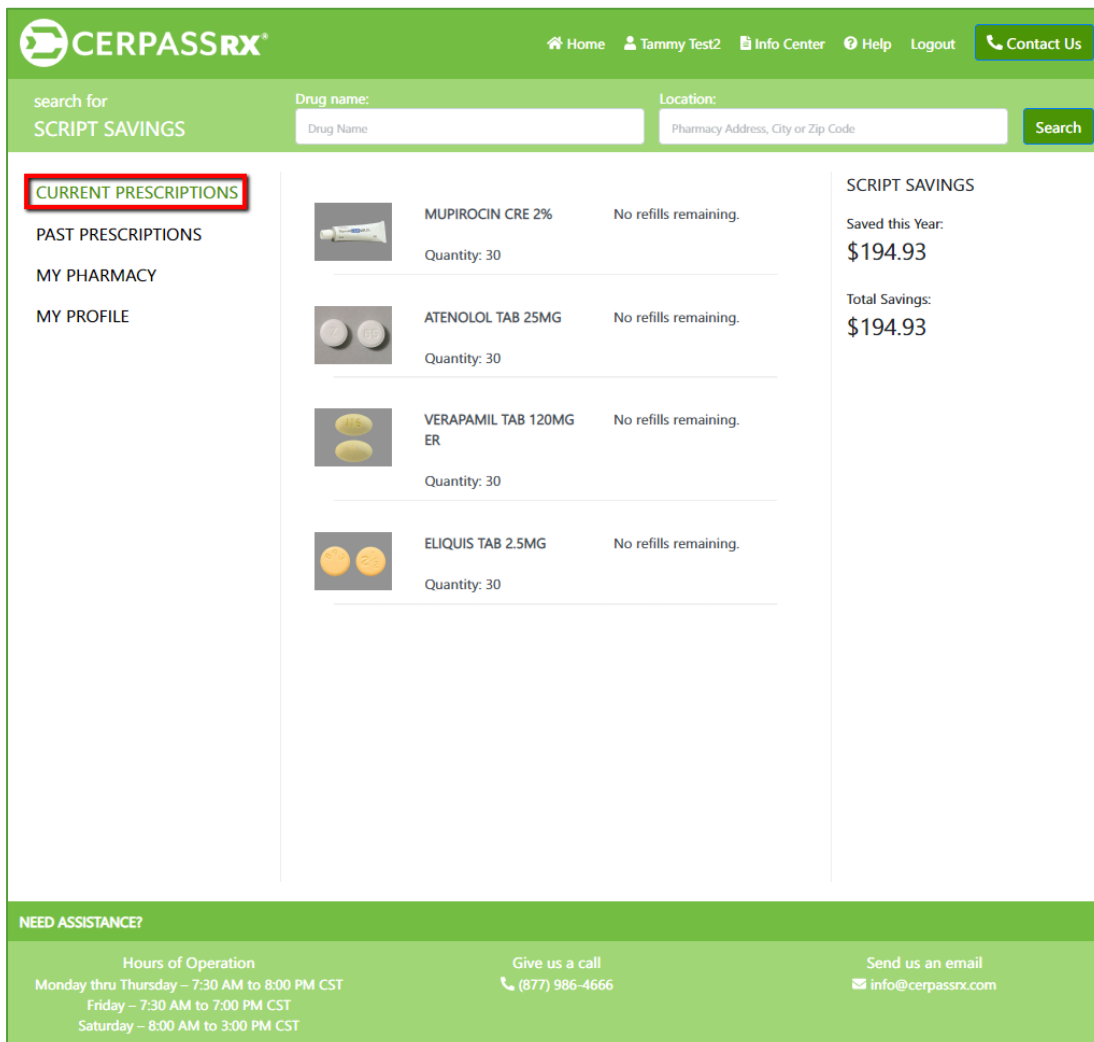


4. CURRENT PRESCRIPTIONS

The current prescriptions will have the medications you are taking now.

- Drug Name
- Quantity
- Refills Remaining
- Next Refill Date
- Days Remaining

	TRUVADA TAB 200-300 Quantity: 30	Refills Remaining: 1 Next Refill: 01/19/2020 3 days
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The screenshot shows the CERPASSRX member portal interface. At the top, there is a navigation bar with the CERPASSRX logo and links for Home, Tammy Test2, Info Center, Help, Logout, and Contact Us. Below the navigation bar is a search area with a 'SCRIPT SAVINGS' label and input fields for 'Drug name' and 'Location'. The main content area is divided into three columns. The left column contains navigation links: 'CURRENT PRESCRIPTIONS' (highlighted with a red box), 'PAST PRESCRIPTIONS', 'MY PHARMACY', and 'MY PROFILE'. The middle column displays a list of current prescriptions, each with a drug image, name, quantity, and refills remaining. The right column shows 'SCRIPT SAVINGS' information, including 'Saved this Year: \$194.93' and 'Total Savings: \$194.93'. At the bottom, there is a 'NEED ASSISTANCE?' section with 'Hours of Operation' (Monday thru Thursday - 7:30 AM to 8:00 PM CST, Friday - 7:30 AM to 7:00 PM CST, Saturday - 8:00 AM to 3:00 PM CST), 'Give us a call (877) 986-4666', and 'Send us an email info@cerpassrx.com'.

5. PAST PRESCRIPTIONS

The past prescriptions will have the medications you have taken in the past.

- Drug Name
- Quantity
- No Refills Remaining

The screenshot shows the CERPASSRX member portal interface. At the top, there is a navigation bar with the CERPASSRX logo, a home icon, the user name 'Anthony Wagner', and links for 'Info Center', 'Help', 'Logout', and 'Contact Us'. Below the navigation bar is a search section with the text 'search for SCRIPT SAVINGS' and two input fields: 'Drug name:' (with a placeholder 'Drug Name') and 'Location:' (with a placeholder 'Pharmacy Address, City or Zip Code'). A 'Search' button is located to the right of these fields. The main content area is divided into two columns. The left column contains a vertical menu with the following items: 'CURRENT PRESCRIPTIONS', 'PAST PRESCRIPTIONS' (highlighted with a red box), 'MY PHARMACY', and 'MY PROFILE'. The right column is titled 'CLAIMS HISTORY' and displays a single prescription entry. The entry includes a 'NO IMAGE AVAILABLE' icon, the drug name 'Amphetamine-Dextroamphetamine Cap ER', the strength '24HR 20 MG', and the status 'No refills remaining.' Below the drug name, the quantity 'Quantity: 30' is listed. At the bottom of the page, there is a green footer section titled 'NEED ASSISTANCE?' which contains the 'Hours of Operation' (Monday thru Thursday - 7:30 AM to 8:00 PM CST, Friday - 7:30 AM to 7:00 PM CST, Saturday - 8:00 AM to 3:00 PM CST), a 'Give us a call' option with the phone number '(844) 636-7506', and a 'Send us an email' option with the email address 'info@cerpassrx.com'.

6. MY PHARMACY

Pharmacy search allows you to search any location you prefer and the ability to select your preferred pharmacy of choice.

- Click on “My Pharmacy” – It will locate the closest pharmacies to your location (uses your location services if turned on).
- You can search many ways to locate the pharmacy of choice.
 - Name of Pharmacy
 - Pharmacy Address
 - City, State and/or Zip Code
- To select your preferred pharmacy, click on the pharmacy of choice and then select “Use this Pharmacy”

The screenshot shows the CERPASSRX member portal interface. At the top, there is a navigation bar with links for Home, Tammy Test2, Info Center, Help, Logout, and Contact Us. Below the navigation bar is a search section with fields for 'Drug name:' and 'Location:', and a 'Search' button. The main content area is divided into several sections: 'CURRENT PRESCRIPTIONS', 'PAST PRESCRIPTIONS', 'MY PHARMACY' (highlighted with a red box), and 'MY PROFILE'. The 'MY PHARMACY' section features a map of the Dallas area with a red pin indicating the user's location. Below the map is a list of nearby pharmacies, each with its name, address, phone number, and distance from the user's location. The 'WALMART PHARMACY' entry is highlighted with a red box, and a red arrow points from this entry to a 'Use this Pharmacy' button. At the bottom of the page, there is a 'NEED ASSISTANCE?' section with contact information for hours of operation, a phone number, and an email address.

Pharmacy Name	Address	Phone Number	Distance
ALBERTSONS 4178	4711 HWY 121 THE COLONY, TX 75056		0.0 miles away
WALMART PHARMACY	4691 STATE HIGHWAY 121 THE COLONY, TX 75056	(972) 625-3784	0.2 miles away
CVS PHARMACY	4760 ST HWY 121 LEWISVILLE, TX 75056	(469) 287-0347	0.4 miles away
KROGER PHARMACY	4620 SH 121 LEWISVILLE, TX 75056	(469) 535-2480	0.4 miles away
WALGREENS	5297 HIGHWAY 121 THE COLONY, TX 75056	(469) 384-2220	0.7 miles away
CVS PHARMACY	5300 S COLONY THE COLONY, TX 75056	(972) 624-0605	1.3 miles away
CVS PHARMACY	6749 MAIN ST THE COLONY, TX 75056	(972) 625-3207	1.9 miles away
ALBERTSON'S PHARMACY	2150 S HWY 121 LEWISVILLE, TX 75067		

7. MY PROFILE

My Profile allows you to see certain information about your account, view your Rx Benefit temporary card, change email and change password.

- Member ID
- Relationship
- Name
- Email
- Address

The screenshot displays the CERPASSRX Member Portal interface. At the top, there is a navigation bar with the CERPASSRX logo and links for Home, Tammy Test, Info Center, Help, Logout, and Contact Us. Below the navigation bar is a search area for 'SCRIPT SAVINGS' with input fields for 'Drug name:' and 'Location:', and a 'Search' button.

The main content area is divided into several sections:

- CURRENT PRESCRIPTIONS**
- PAST PRESCRIPTIONS**
- MY PHARMACY**
- MY PROFILE** (highlighted with a red box)

The **MY PROFILE** section contains the following information:

- Member ID: 999999901
- Relationship: Account holder
- Name: TAMMY TEST
- Email: operations@cerpassrx.com
- Address: 123 TEST DALLAS, TX 75000

Below the profile information are two sections:

- Account Management:** Includes 'Change Email' and 'Change Password' buttons.
- Documentation:** Includes a 'Privacy Policy' button.

A red arrow points from the 'View Rx Benefit Card' button in the My Profile section to a detailed view of the Pharmacy Benefit Card. This view includes the following information:

- Member ID: 999999901
- Rx Group: [Redacted] - PPO Plan
- Rx BIN: 18737
- Rx PCN: NEX

Another red arrow points from the 'Change Email' button in the Account Management section to a form for changing the email. This form includes an 'Email' input field, a 'Change Email' button, and a 'Cancel' button.

A third red arrow points from the 'Change Password' button in the Account Management section to a form for changing the password. This form includes 'Password:' and 'Confirm Password:' input fields, a 'Change password' button, and a 'Cancel' button.

8. INFO CENTER

The info center will be utilized for specific member communications.

The screenshot shows the CERPASSRX member portal interface. At the top, the logo is on the left, and navigation links for Home, Tammy Test, Info Center (highlighted with a red box), Help, Logout, and Contact Us are on the right. Below the navigation is a search bar with the text "search for SCRIPT SAVINGS". To the right of the search bar are two input fields: "Drug name:" with a placeholder "Drug Name" and "Location:" with a placeholder "Pharmacy Address, City or Zip Code". A green "Search" button is to the right of these fields. The main content area features an "ARTICLES" section with a "Keyword:" input field and a "Search" button. Below this is a featured article titled "Member Reimbursement Form" dated "January 08, 2020". The article includes an illustration of medical equipment and a "Direct Reimbursement Claim Form" link. The text of the article states: "This claim form is to be used when you purchased a prescription before you received your CerpasRx identification card or when using a non-participating pharmacy. Please submit this form with all the required documentation in order to receive". A "Read More" button is located at the bottom right of the article. At the bottom of the page, a green bar contains the "NEED ASSISTANCE?" section with three columns: "Hours of Operation" (Monday thru Thursday – 7:30 AM to 8:00 PM CST, Friday – 7:30 AM to 7:00 PM CST, Saturday – 8:00 AM to 3:00 PM CST), "Give us a call" (877) 986-4666, and "Send us an email" info@cerpassrx.com.

9. HELP

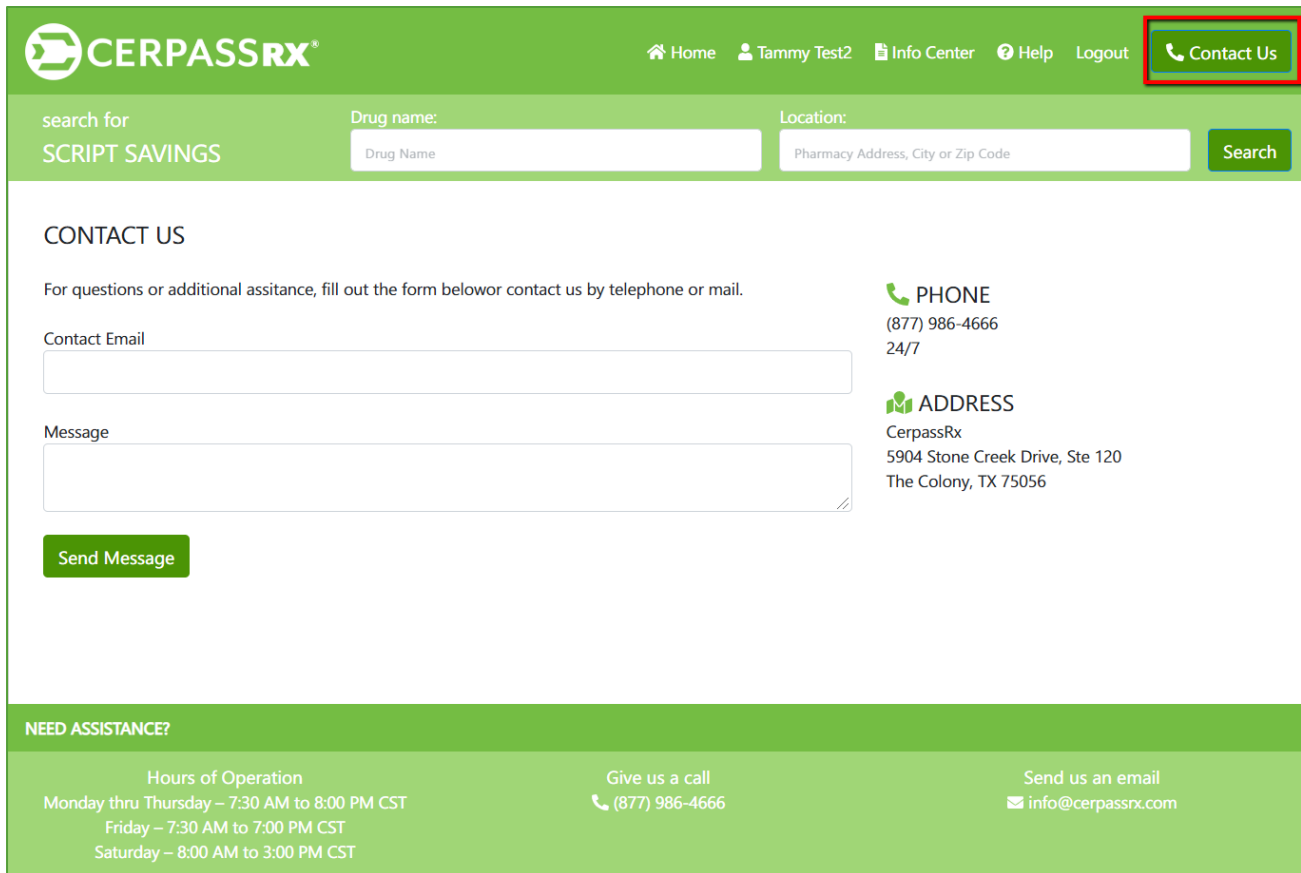
Help and FAQ's are recently asked questions. If you do not find your question, please contact us 1 of 2 ways.

- Click on the "Contact Us" button and submit your question via email
- Or contact Member Services at the phone number on the bottom of the screen

The screenshot shows the CERPASSRX member portal interface. At the top, there is a navigation bar with the CERPASSRX logo on the left and links for Home, Tammy Test, Info Center, Help (highlighted with a red box), Logout, and Contact Us. Below the navigation bar is a search area with a green background. It includes a search bar with the text "search for SCRIPT SAVINGS", two input fields for "Drug name:" (with a placeholder "Drug Name") and "Location:" (with a placeholder "Pharmacy Address, City or Zip Code"), and a green "Search" button. The main content area is titled "HELP AND FAQS" and contains a paragraph of introductory text followed by a list of nine FAQ items, each with a dropdown arrow. The footer is a green bar with the heading "NEED ASSISTANCE?" and three columns of contact information: "Hours of Operation" (Monday thru Thursday - 7:30 AM to 8:00 PM CST, Friday - 7:30 AM to 7:00 PM CST, Saturday - 8:00 AM to 3:00 PM CST), "Give us a call" (877) 986-4666, and "Send us an email" (info@cerpassrx.com).

10. CONTACT US

The contact us functionality can be used for any questions or comments via email. Our Member Service team will respond as soon as possible.



CERPASSRX® Home Tammy Test2 Info Center Help Logout **Contact Us**

search for **SCRIPT SAVINGS** Drug name: Drug Name Location: Pharmacy Address, City or Zip Code Search

CONTACT US

For questions or additional assistance, fill out the form below or contact us by telephone or mail.

Contact Email

Message

Send Message

PHONE
(877) 986-4666
24/7

ADDRESS
CerpassRx
5904 Stone Creek Drive, Ste 120
The Colony, TX 75056

NEED ASSISTANCE?

Hours of Operation Monday thru Thursday – 7:30 AM to 8:00 PM CST Friday – 7:30 AM to 7:00 PM CST Saturday – 8:00 AM to 3:00 PM CST	Give us a call (877) 986-4666	Send us an email info@cerpassrx.com
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We would like to hear feedback on the member portal and mobile application. We are always looking for ways to improve our member self-service tools and you are the one to give it to us!